

## **Amendment FAQ's**

### **1. What was added to DECAL KOALA for license amendments?**

Beginning August 2, 2021, all licensed programs will have the ability to add, view and search amendments, and upload supporting documents through their DECAL KOALA Account.

### **2. When should I submit a license amendment application?**

Amendments should be submitted for the following:

- Anytime there is a change in the name of the program or Center
- Changes in the ages of the children to be served
- An increase in the regular hours of operation such that the Center would be providing evening or night-time care in addition to day-time care
- Changes in the services provided
- Additions to or changes in the use of the building by the licensed Center

An application for an amended License shall be submitted at least thirty (30) days prior to the change, except in the case of an emergency. If an emergency situation arises which makes it impossible to give thirty (30) days notice, the management of the Center shall notify the Department by telephone and shall submit an application for an amended License as soon as management becomes aware of the change that will be necessitated by the emergency situation. In no case, however, shall a new owner operate the Center without first securing a new License or Permit from the Department.

### **3. What types of license amendments can be submitted in DECAL KOALA?**

All amendments that were previously submitted on the paper form can be submitted through your DECAL KOALA Account to include:

- Capacity Increase and Decrease
- Hours of Operation
- Months of Operation
- Days of Operation
- Ages of Children Served
- Room Type Change
- 25 Square Foot / Care for Additional Children
- Program Name Change
- Legal Name Change
- USPS Address Change

### **4. Am I required to request a license amendment and upload supporting documents through my DECAL KOALA Account before my amendment can be processed?**

Yes. Beginning August 2, 2021, all licensed programs will have access to complete amendment requests and upload supporting documents through their DECAL KOALA Account. These requests should be made and approved by your Consultant, prior to making any changes in your program.

**5. How do I submit a license amendment in my DECAL KOALA Account?**

To submit a license amendment, please follow these steps to access in DECAL KOALA:

- Log into your DECAL KOALA Account
- Click on Facility Update
- Click on Amendments
- Click on the 'Add Amendment' button
- Choose the type of amendment or amendments you are requesting, select 'Continue'
- Complete the amendment process
- Upload supporting documents, if required
- Submit

**6. How will I know if my license amendment request was received?**

You will receive an email notification that your amendment request was received.

**7. Will I receive notification if additional information is needed?**

Yes. Once you successfully submit the amendment your Consultant will review the request and contact you if additional information is needed.

**8. Will my program receive a visit because of this license amendment request?**

It is possible that a visit from DECAL will be conducted to take measurements or additional photographs if needed, to process and complete your amendment.

**9. How will I know if the license amendment has been approved or denied?**

Once your amendment is processed, a letter of approval or denial will be emailed to you for each amendment type you requested.

**10. How long will it take for my license amendment request to be approved or denied?**

The Department has up to 30 business days to process an amendment request.

**11. What do I need to do if I submit a license amendment and change my mind before the amendment is processed?**

If you submit an amendment and decide that you no longer would like to make the requested changes, please contact your Consultant.

**12. Who can I contact if I have questions regarding license amendments in DECAL KOALA?**

If you have questions about submitting an amendment request, email or call your assigned Child Care Consultant, or call and speak with a Child Care Services Intake Consultant at 1-404-657-5562.

**13. How do I know what supporting documents I need to upload?**

Once you begin the amendment application process and chose the type of amendment you are requesting, click on upload documents. The system will provide you with a list of documents that you will need to upload for each amendment type. You will not be able to submit your application until all the supporting documents are uploaded.

**14. Do I submit a license amendment if I am closed for the holidays?**

No, this is a status change, not an amendment request. However, you are required to report this closure in your DECAL KOALA account as a Required Report for a Program Operating Status Change (Temporary Closure).

**15. Do I need to complete a license amendment if I move to a new location?**

No. If you change to a new location, you will need to complete a *change of location* application. Please contact DECAL prior to changing locations to ensure that the new location will be approved for licensing.

**16. What types of amendments can be submitted for licensed Family Child Care Learning Homes (FCCLH) through DECAL KOALA?**

The following amendment types can be submitted for licensed Family Child Care Learning Homes through DECAL KOALA:

- Hours of Operation
- Days of Operation
- Months of Operation
- Ages of Children Served
- 2 Additional Children (2 hours a day)
- Program Name Change
- USPS Address Change

**17. What types of amendments can be submitted for licensed Child Care Learning Centers (CCLC) through DECAL KOALA:**

The following amendment types can be submitted for licensed Child Care Learning Centers through DECAL KOALA:

- Hours of Operation
- Days of Operation
- Months of Operation
- Ages of Children Served
- 25 square footage (2 hours a day)
- Program Name Change
- USPS Address Change
- Legal Name Change
- Room Type Change (Diapered/Non-Diapered)
- Capacity Increase/Decrease